

Minnesota Housing Multifamily Roadmap Project

Our Mission:

Minnesota Housing finances affordable housing for low- and moderate-income households while fostering strong communities.

The Minnesota Housing Multifamily Roadmap project is a three-year project focused on streamlining business processes, reducing production cost and leveraging technology to increase the production of affordable rental housing and enhance the customer and partner experience.

The Multifamily Roadmap project includes five foundational business strategies:

1. **Make the most of every appropriated dollar** – Shorten the time to deploy funding while making a bigger impact with the same investment.
2. **Spend more time on what matters** – Processes that are more efficient and effective will save time, allowing staff to be proactive, rather than reactive.
3. **Improve access to information** – Information that is timely and easy to find will improve communication and collaboration for Minnesota Housing staff, customers, and partners.
4. **Optimize customer and partners experiences** – Government is working toward a more cost-efficient model centered on service, convenience and overall experience.
5. **Be agile** – Seek opportunities in an ever-changing housing and capital market. Agility needs to be the new status quo.

Current-state analysis will take two very distinct paths: a customer/partner perspective and a staff perspective. This “Outside In” (customer/partner) and “Inside Out” (staff) analytical approach will reveal a variety of improvement opportunities.

These opportunities for improvement are then further defined, properly engineered and prioritized in terms of ROI. Applying a right-sized business and/or technical solution will ultimately help Minnesota Housing “...bend the cost curve and create a more efficient affordable rental housing delivery system.”

The Multifamily Roadmap project is a key component in driving the Minnesota Housing Multifamily Division toward being a more agile affordable housing lender. With an improved process for customers and partners, a better-equipped staff, streamlined processes, and smarter technology, Minnesota Housing will become a leading affordable lender of choice.

Analyzing the Multifamily Business ...from two perspectives

“Inside Out”

- Focused on internal processes and operational efficiency
- Dissecting Processes from Conceptual → Detail
- Pains, issues, concerns...

“Outside In”

- Focused on customer, partner relationship; external view
- Dissecting the “experience”
- Pains, issues, concerns...

Opportunities for Improvement!

Project Priorities